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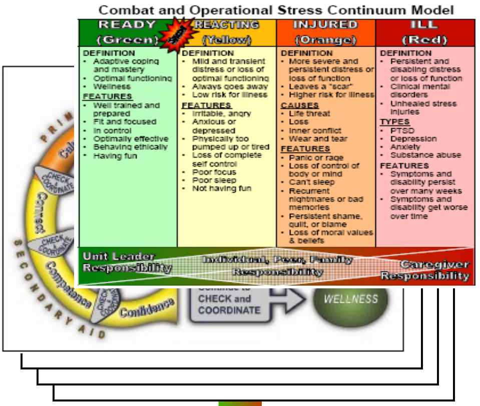
OPERATIONAL STRESS CONTROL COURSE

Navy and Marine Corps Maritime Combat and Operational Stress Control Doctrine



Combat and Operational Stress Continuum Model

READY (Green)	REACTING (Yellow)	INJURED (Orange)	ILL (Red)
DEFINITION • Adaptive coping and mastery • Optimal functioning • Wellness FEATURES • Well trained and prepared • Fit and focused • In control • Optimally effective • Behaving ethically • Having fun	DEFINITION • Mild and transient distress or loss of optimal functioning • Always goes away • Low risk for illness FEATURES • Irritable, angry • Anxious or depressed • Physically too pumped up or tired • Loss of complete self control • Poor focus • Poor sleep • Not having fun	DEFINITION • More severe and persistent distress or loss of function • Leaves a "scar" • Higher risk for illness CAUSES • Life threat • Loss • Inner conflict • Wear and tear FEATURES • Panic or rage • Loss of control of body or mind • Can't sleep • Recurrent nightmares or bad memories • Persistent shame, guilt, or blame • Loss of moral values & beliefs	DEFINITION • Persistent and disabling distress or loss of function • Clinical mental disorders • Unhealed stress injuries TYPES • PTSD • Depression • Anxiety • Substance abuse FEATURES • Symptoms and disability persist over many weeks • Symptoms and disability get worse over time

Unit Leader Responsibility — Individual, Peer, Family Responsibility — Caregiver Responsibility

overview

READY
REACTING
INJURED
ILL

We are at war against organized terrorists with global reach that threaten the United States of America.

Our honorable and brave service members and their families will be challenged physically, mentally, and spiritually.

This OSC Course provides Sailors and Leaders with the knowledge and skills needed to prevent stress injuries.

It also provides leaders the understanding that Sailors can heal from stress injuries with the goal of returning Sailors to their commands.

overview

Changes in today’s military have led to the need for a new way to view operational stress.

The Navy has moved beyond the perspective that operational stress problems are failures to cope and is adopting a attitude that promotes psychological health.

The end state is mission ready

READY
REACTING
INJURED
ILL

overview

READY
REACTING
INJURED
ILL

Operational Stress Control (OSC) is Leader-focused actions and responsibilities to promote resilience and psychological health in Sailors, Marines, units, and Families exposed to stress of routine or wartime military operations.

The DoD objective are to:

- Prevent or minimize stress injuries
- Minimize warfighting gaps
- Promote resilience
- Reduce stigma
- Maintain a ready fighting force.

Course objectives

READY
REACTING
INJURED
ILL

Terminal Objective

1.2 Apply the Stress Continuum Model

Enabling Objectives

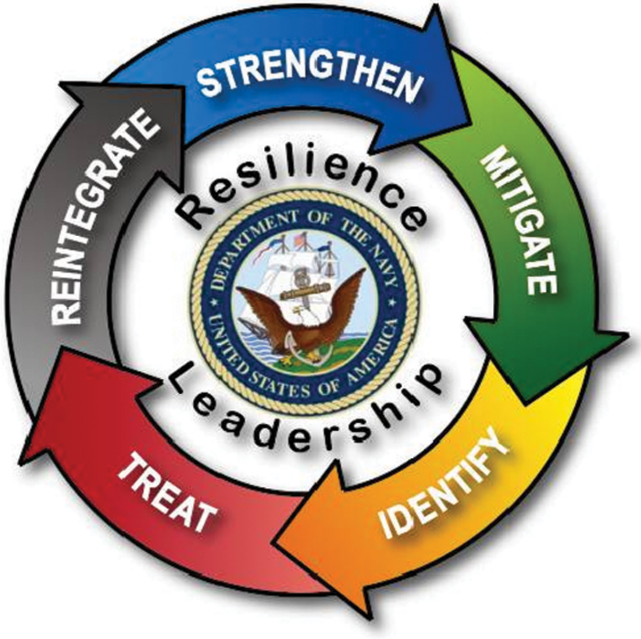
1.2.1 Describe the components of Operational Stress Control (OSC)

1.2.2 Describe the components of the Stress Continuum Model

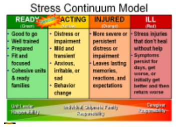
1.2.3 Describe Combat and Operational Stress leadership techniques

1.2.4 Identify effective pre and post-deployment programs

Introduction to the Operational Stress Control Components


STRENGTHEN
MITIGATE
IDENTIFY
TREAT
REINTEGRATE
Resilience
Leadership

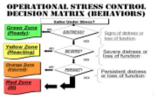
OSC TOOL BOX


Stress Continuum Model

- Stress Continuum Model

Assess the Psychological Health of Your Unit

- Operational Stress Control and Response (OSCAR)


OPERATIONAL STRESS CONTROL DECISION MATRIX (BEHAVIORS)

- Operational Stress Control Decision Matrix

Combat & Operational Stress First Aid (COSFA)

- Combat and Operational Stress First-Aid (COSFA)

- Operational Stress Control Leadership Functions

Key Questions

READY
REACTING
INJURED
ILL

We use the OSC Tool Box to ask and address:

What is the stress?

How do we recognize stress?

What level (zone) is the stress?

What could be done?

Define Stress

READY
REACTING
INJURED
ILL

The process by which we respond to the challenges to our mind and body.

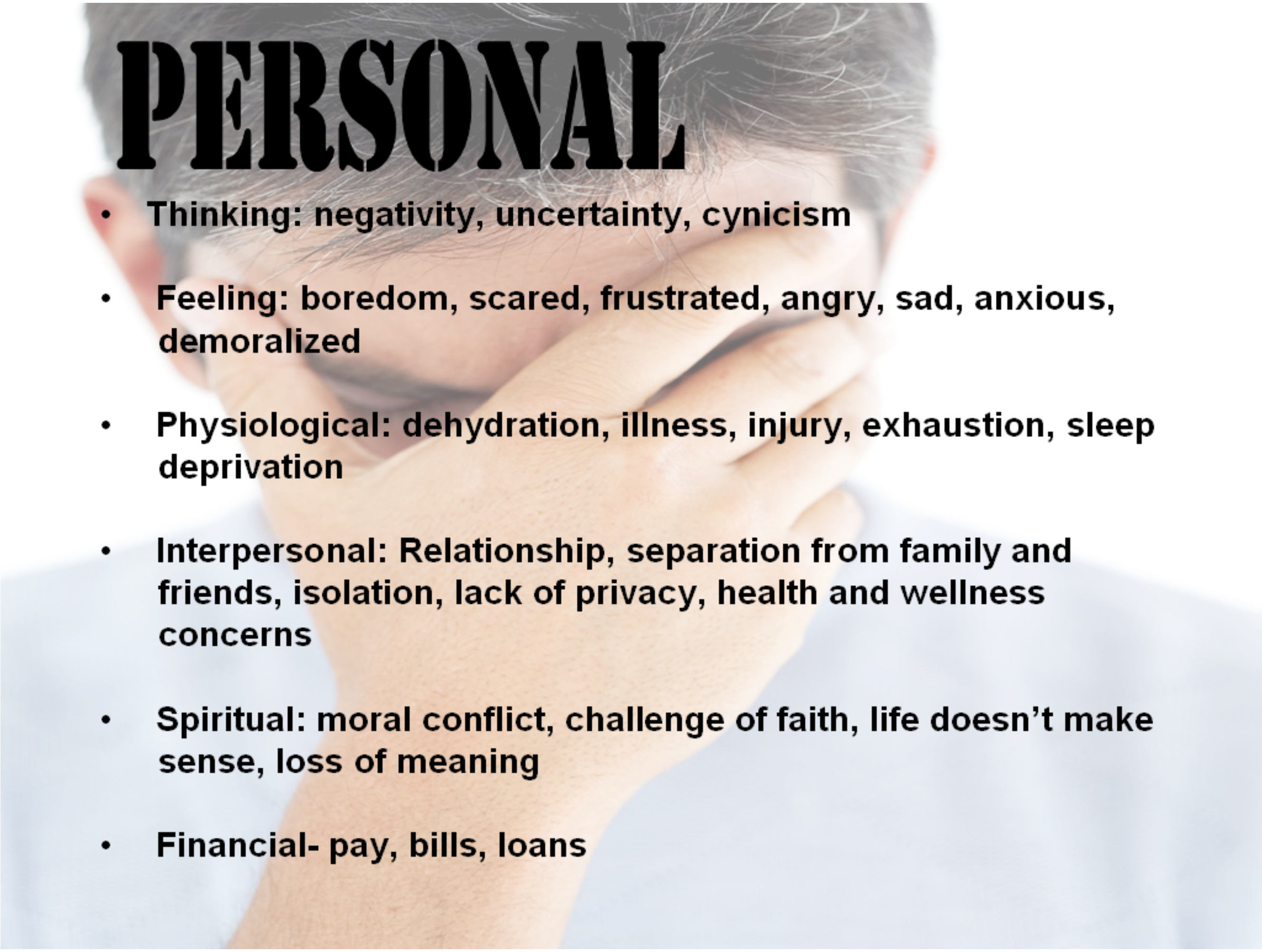
The stressor is the challenge, and the stress is the process by which individuals perceive their ability to control and adapt to the stressor.

Stress reactions are normal reactions by normal people to severely challenging experiences.

Stress is good, stress is normal, stress keeps us sharp, stress keeps us

READY
REACTING
INJURED
ILL

Causes of Stress



PERSONAL

- Thinking: negativity, uncertainty, cynicism
- Feeling: boredom, scared, frustrated, angry, sad, anxious, demoralized
- Physiological: dehydration, illness, injury, exhaustion, sleep deprivation
- Interpersonal: Relationship, separation from family and friends, isolation, lack of privacy, health and wellness concerns
- Spiritual: moral conflict, challenge of faith, life doesn't make sense, loss of meaning
- Financial- pay, bills, loans

Global **Environmental** **Occupational** **Personal**

Stress Continuum Model

Stressor

READY (Green)	**REACTING** **(Yellow)**	**INJURED** **(Orange)**	**ILL** **(Red)**
• Good to go • Well trained • Prepared • Fit and focused • Cohesive units & ready	• Distress or impairment • Mild and transient • Anxious, irritable, or sad • Behavior	• More severe or persistent distress or impairment • Leaves lasting memories, reactions ns	• Stress injuries that don’t heal without help • Symptoms persist for days, get worse, or worse

Unit Leader Responsibility

Individual, Shipmate, Family Responsibility

Caregiver Responsibility

OPERATIONAL STRESS CONTROL ASSESSMENT AND Response

READY
REACTING
INJURED
ILL

We need to work together to continually Assess the psychological health of our units

Observe - actively observe Sailors.

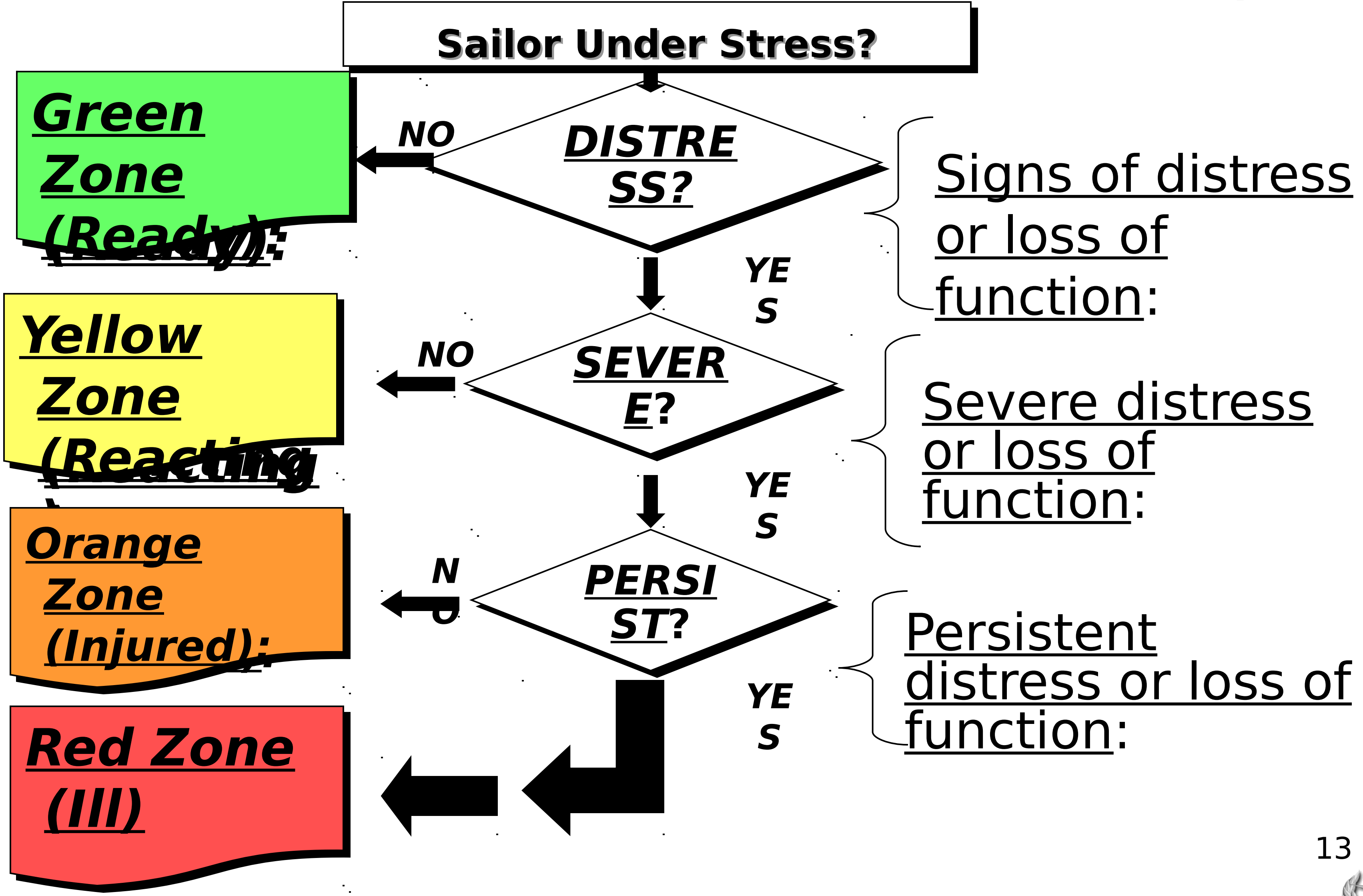
State Observations – give thought to behaviors as it pertains to mission and interpersonal issues and address with member

Clarify Role - state why you are concerned about the behavior; validate why you're addressing the issue.

Ask Why - seek clarification; try to understand the other person's perception of the behaviors.

Respond - clarify concern if indicated; discuss desired behaviors; state options in behavioral

Operational Stress Control Decision Matrix (Behaviors)



Sailor Under Stress?

DISTRESS?

NO → **Green Zone (Ready):**

YES

Signs of distress or loss of function:

SEVERE?

NO → **Yellow Zone (Reacting):**

YES

Severe distress or loss of function:

PERSIST?

NO → **Orange Zone (Injured):**

YES → **Red Zone (Ill)**

Persistent distress or loss of function:

Stress Continuum Model

Stressor

READY (Green)	REACTING (Yellow)	INJURED (Orange)	ILL (Red)
• Good to go • Well trained • Prepared • Fit and focused • Cohesive units & ready families			

Unit Leader Responsibility

Individual, Shipmate, Family Responsibility

Caregiver Responsibility

READY
REACTING
INJURED
ILL

Healthy:

READY GREEN ZONE

STAYING READY

- Stay fit and eat right
- Get adequate rest
- Push to your personal best in training
- Use alcohol in moderation
- Know your own limits
- Practice personal integrity, courage, and commitment
- Build strong marital, family, and social relationships
- Resolve conflicts effectively
- Compartmentalize stress, when necessary
- Develop and maintain resiliency

- Active parenting
- Engaged in family routines and activities
- Children functioning well at home and in school
- Family members feel secure
- Regular family routines
- Clean, organized home
- Good communication between all family members
- Couple interacting well

SAILOR **COMMAND** **FAMILY** **STAYING**

Healthy: staying green

6 Factors for Developing and Maintaining Resilience

READY
REACTING
INJURED
ILL

Being resilient means: adjust easily, bouncing back,
r returning to form.

Positive appraisal and outlook

Spirituality

Flexible Thinking

Finding a sense of meaning and purpose

Self-confidence

Acceptance of limits

READY
REACTING
INJURED
ILL

Healthy: staying green

Resilient sailors:

- Have strong families, units and leaders who engender trust and a sense of safety in seeking help.
- Have the confidence, willpower, fortitude and vision to see beyond the stress of the moment.
- Help each other, watch for Shipmates having problems.
- Offer to help before problems become enormous and seemingly beyond solution.
- Have confidence and trust that “Yes, we can handle this problem.”

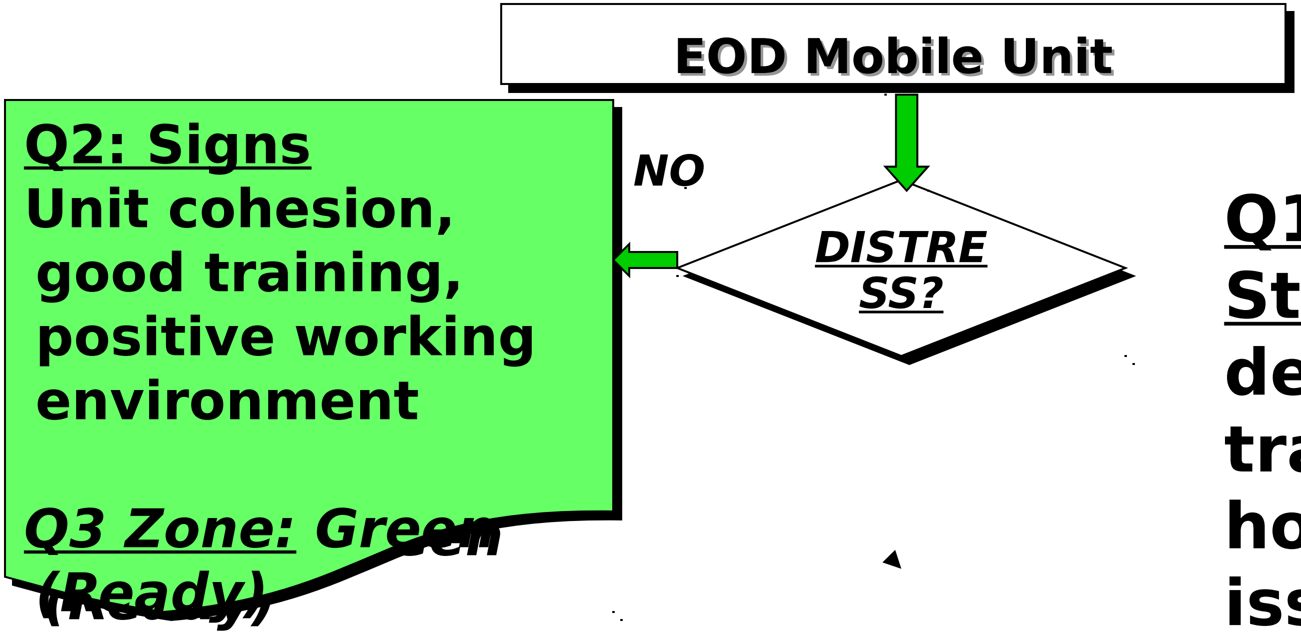
READY
REACTING
INJURED
ILL

Stress Control Scenario

An EOD Mobile Unit has been training hard and working hard getting ready for deployment.

The unit has good cohesion, exercising regularly, participating in command functions, and leaders are balancing work and personal time off.

Operational Stress Control Decision Matrix



EOD Mobile Unit

NO

DISTRESS?

Q2: Signs
Unit cohesion, good training, positive working environment

Q3 Zone:* *Green (Ready)

Q1: Potential Stressors:
deployment, training, work hours, personal issues, family

Q4: What could be done:
Continue actions important to:

- ***Unit cohesion, effective training***
- ***Staying Ready Behaviors, Continue to promote resilience***

Leaders need to know crew stressors and stress load

Stress Continuum Model

Stressor

READY (Green)	REACTING (Yellow)	INJURED (Orange)	ILL (Red)
	• Distress or impairment • Mild and transient • Anxious or irritable • Behavior change		

Unit Leader Responsibility

Individual, Shipmate, Family Responsibility

Caregiver Responsibility

READY
REACTING
INJURED
ILL

RECOGNIZING STRESS: REACTING YELLOW ZONE

WHAT TO DO

- Get more sleep and rest
- Work out regularly, eat right, stay hydrated
- Spend time with people you trust
- Attend to your spiritual needs
- Take your mind off worries you can't fix
- Have fun when you can
- Encourage yourself and others
- Continue to develop resilience behaviours

SAILOR **COMMAND** **FAMILY** **WHAT TO DO**

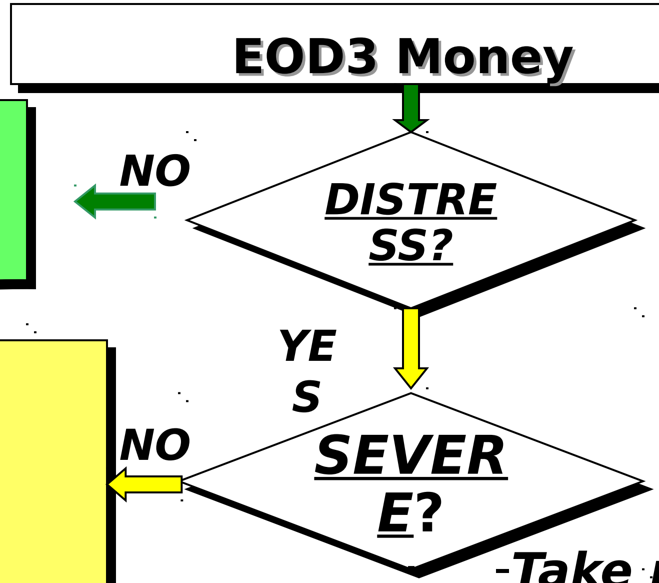
Stress Control Scenario

READY
REACTING
INJURED
ILL

EOD3 Money is under going an accelerated deployment workup. He just returned from a TAD where he spent too much money resulting in financial problems, and his girlfriend is.....

EOD3 Money is anxious and distracted and not as engaged with the unit. His relationship and financial situation are concerns.

Operational Stress Control Decision Matrix



EOD3 Money

Green Zone (Ready):

NO

DISTRESS?

YES

SEVERE?

NO

Q1: Stressors:
Accelerated pre-deployment training, financial problems

Q2: Signs:
Anxious, distracted
Decrease confidence,
Detachment
worrying

Q3: Zone:* *Yellow (Reacting)

Q4: What could be done?

-*Take responsibility and fix problem*
- ***Seek financial planning assistance***
- ***Pre-deployment education***
- ***Staying ready behaviors***
- ***Promote resilience behaviors***

Leaders need to recognize stress and create confidence in mem er and help Sailor cope with stressor

Stress Continuum Model

Stressor

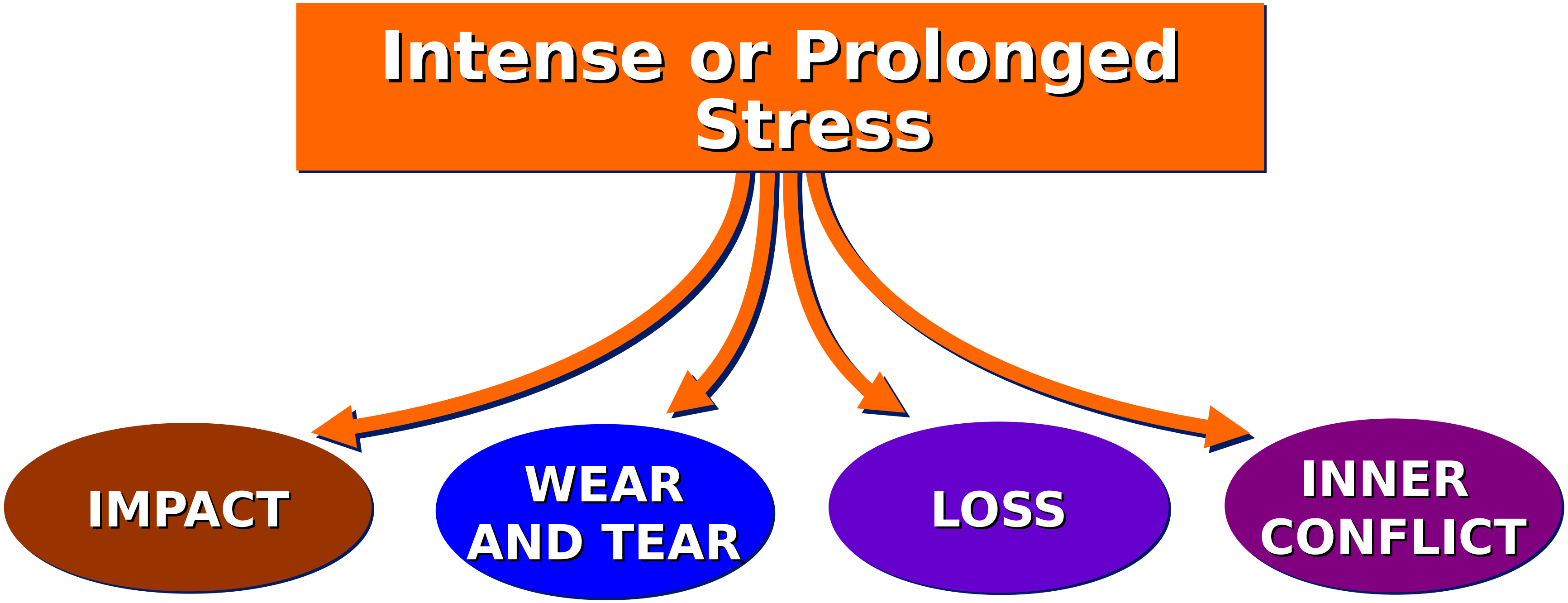
READY (Green)	REACTING (Yellow)	INJURED (Orange)	ILL (Red)
		• More severe or persistent distress or impairment • May leave lasting memories, reactions, and expectatio	

Unit Leader Responsibility

Individual, Shipmate, Family Responsibility

Caregiver Responsibility

Stress Injury Sources



Intense or Prolonged Stress

IMPACT

- A trauma injury
- Due to events provoking terror, life threat, helplessness, horror, shock

WEAR AND TEAR

- A fatigue injury
- Due to the accumulation of stress over time

LOSS

- A grief injury
- Due to loss of people you care about

INNER CONFLICT

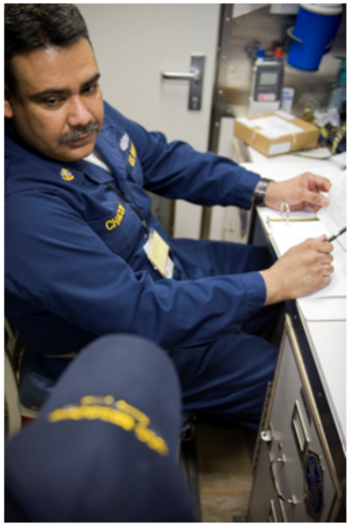
- A beliefs injury
- conflict between moral/ethical beliefs and current experiences

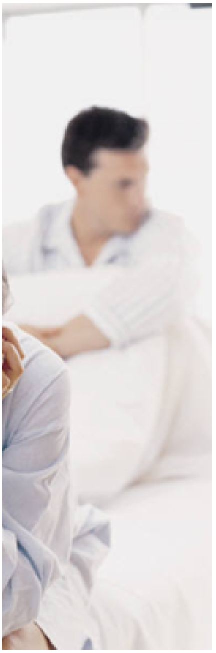
READY
REACTING
INJURED
ILL

RECOGNIZING STRESS: INJURED ORANGE ZONE

WHAT TO DO

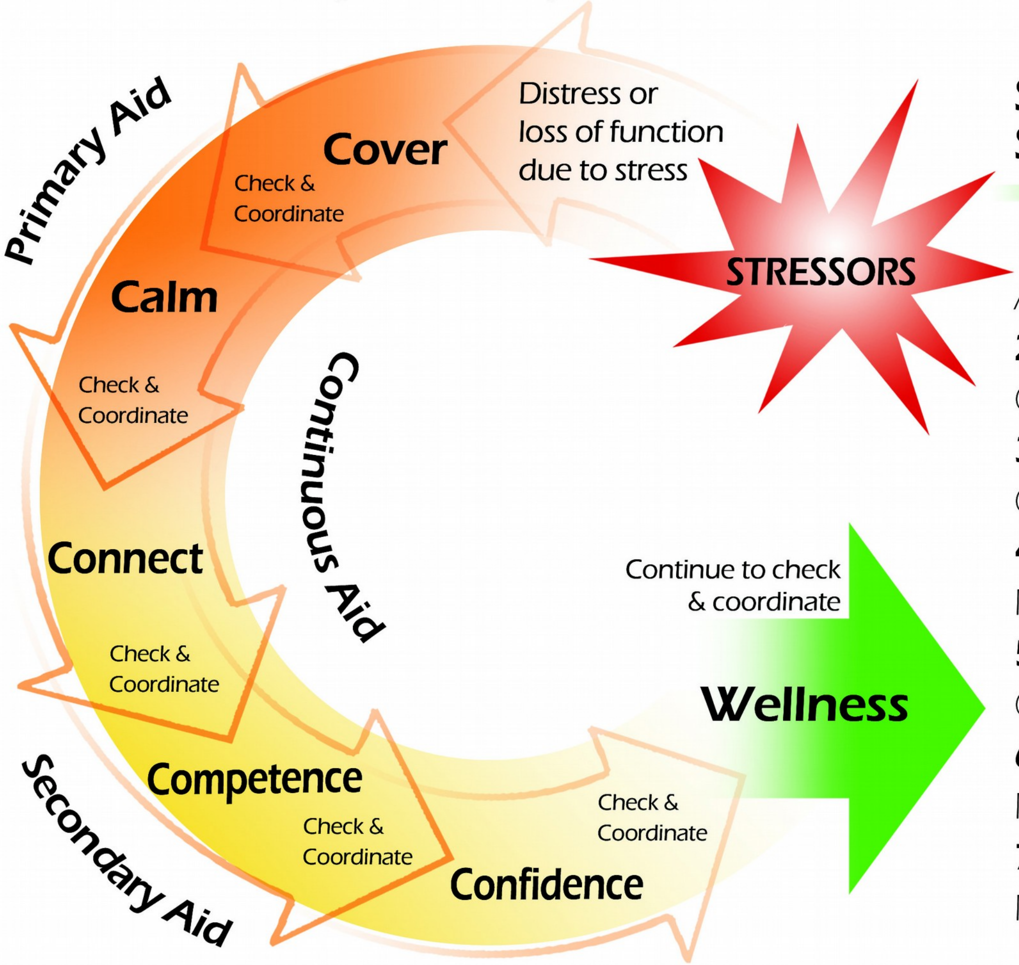
- Talk with leaders
- Seek guidance from chaplains, counselors, and/or medical staff
- Leaders:
  - Take immediate action to address command problems
- Administer Stress First Aid (COSFA Model- the 7 C's)





SAILOR COMMAND FAMILY WHAT TO DO

Combat & Operational Stress **First Aid** (COSFA)



Primary Aid

Cover

Check & Coordinate

Distress or loss of function due to stress

STRESSORS

Calm

Check & Coordinate

Continuous Aid

Connect

Check & Coordinate

Continue to check & coordinate

Wellness

Competence

Check & Coordinate

Confidence

Check & Coordinate

Secondary Aid

Seven Cs of Stress First Aid:

1. CHECK
Assess: observe and listen
2. COORDINATE
Get help, refer as needed
3. COVER
Get to safety ASAP
4. CALM
Relax, slow down, refocus
5. CONNECT
Get support from others
6. COMPETENCE
Restore effectiveness
7. CONFIDENCE
Restore self-esteem

scenario

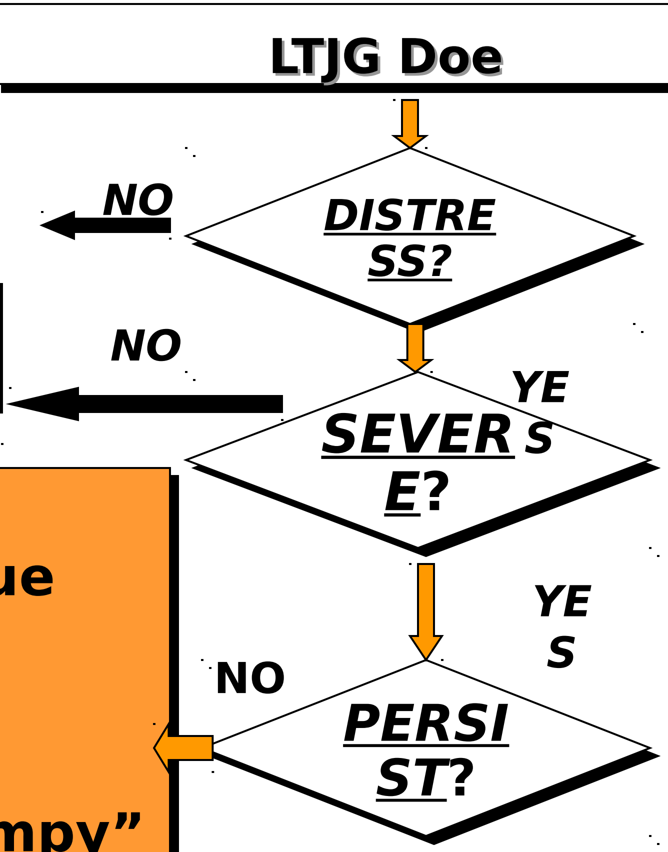
CONFIDENCE

The LTJG is performing again. He has been reintegrated with unit.

Why?- Confidence enhances post trauma outcomes. It instills confidence and optimism in the LTJG and the unit, and helps to address the stigma of asking for and getting help.

Cover Calm Connect Competence Confident

Operational Stress Control Decision Matrix



LTJG Doe

DISTRESS?

NO

Green Zone (Ready):

SEVERE?

NO

YES

Yellow Zone (Reacting):

PERSIST?

NO

YES

Q2: Signs
- **Insomnia, Fatigue**
- **Vision Problems**
- **Avoidance**
- **Interference in functioning, "Jumpy"**
- **Sad and anxious**

Q3: Zone: ***Orange (Injured)_***

Q1: Stressors:

Loss of team member

IED Explosion

Q4: What could be done?

- Stress First-Aid, leaders need to identify this Sailor has a stress injury, apply 7C's
- Core Leadership techniques, check on entire unit
- Ensure member feels safe and supported.
- Refer to chaplain, medical for care
- Reintegrate to restore confidence and competence of individual.

Stress Continuum Model

Stressor

READY (Green)	**REACTING (Yellow)**	**INJURED (Orange)**	**ILL (Red)**
			• **Stress injuries that don't heal without help** • **Symptoms persist for days, get worse, or initially get better and then get worse**

Unit Leader Responsibility

Individual, Shipmate, Family Responsibility

Caregiver Responsibility

READY
REACTING
INJURED
ILL

Recognizing stress illness: the red zone

ILL

Chronic problems associated with sleep, eating, substance abuse, work, concentration, fear, anxiety, depression, guilt, shame.

Symptoms that **persist** or get worse over time instead of better

Symptoms that resolve for awhile but then **come back worse**

Stress Control Scenario

READY
REACTING
INJURED
ILL

EOD2 Deuce was assigned to conduct forensic analysis following an IED explosion killing 8 children. He had to remove body parts to locate and retrieve evidence.

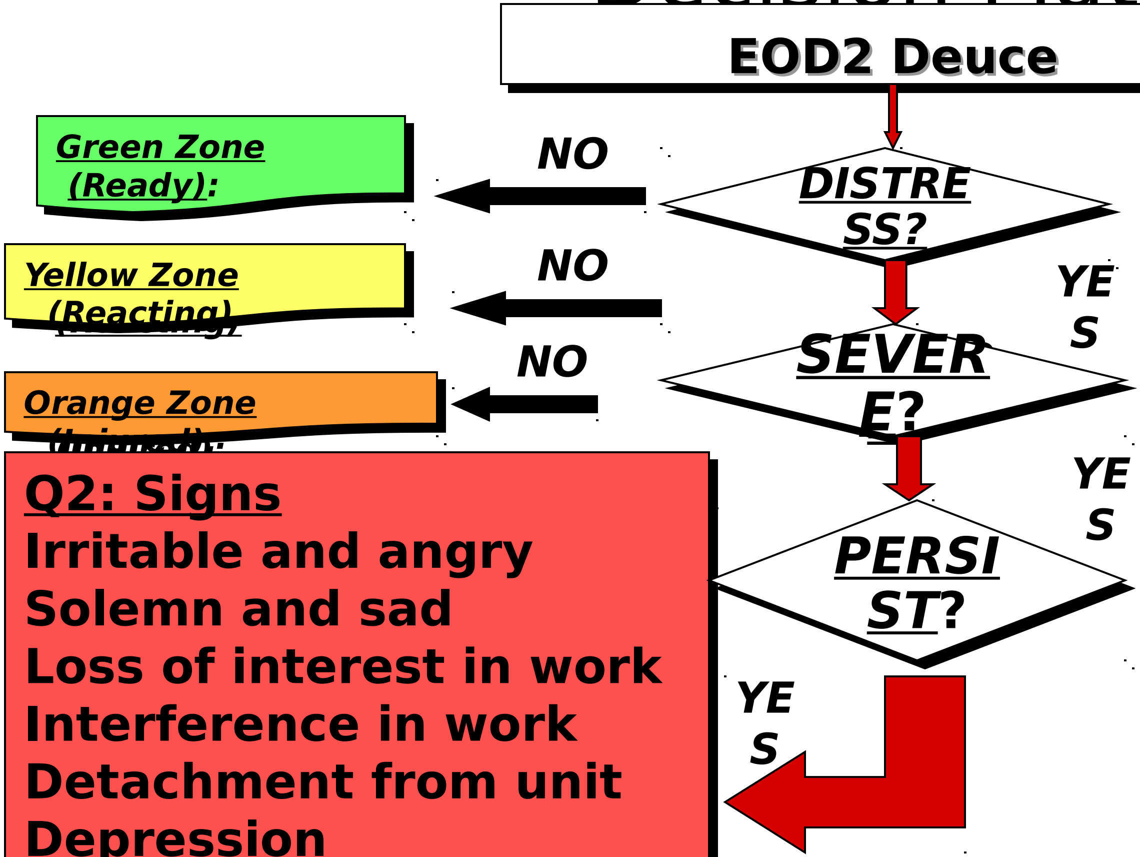
Stress Control Scenario

READY
REACTING
INJURED
ILL

EOD2 Deuce is irritable with angry outbursts, and then at times solemn and sad. He is having nightmares and appears fatigued.

He has not been interacting with unit. He does not seem to be eating well, he has lost interest in exercising. He seems to be getting progressively worse.

Operational Stress Control Decision Matrix



EOD2 Deuce

DISTRESS? — NO → ***Green Zone (Ready):***

YES

SEVERE? — NO → ***Yellow Zone (Reacting):***

YES

PERSIST? — NO → ***Orange Zone (Injured):***

YES

Q1: Stressors:

- Combat operations
- Exposure to casualties

Q2: Signs

Irritable and angry
Solemn and sad
Loss of interest in work
Interference in work
Detachment from unit
Depression
Nightmares
Loss of appetite

Q3 Zone: Red (illness)

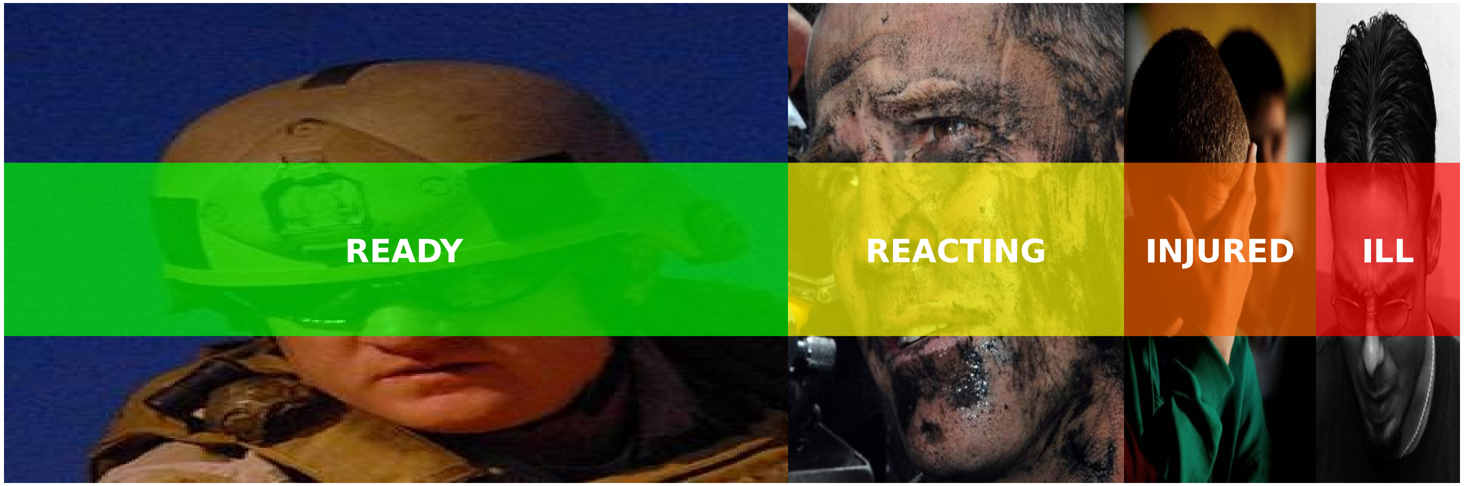
Q4: What could be done?

- Identify this Sailor has a stress illness using OSCAR
- Leaders need to implement Stress First-Aid.
- Refer to medical immediately
- Communicate with providers and consider reintegration
- Leadership techniques check on entire unit

READY
REACTING
INJURED
ILL

Stress continuum model

The goal of Navy OSC is to move toward the GREEN


READY
REACTING
INJURED
ILL

Where to get help for stress

READY
REACTING
INJURED
ILL

The following resources are available to help Sailors and families receive help with stress.

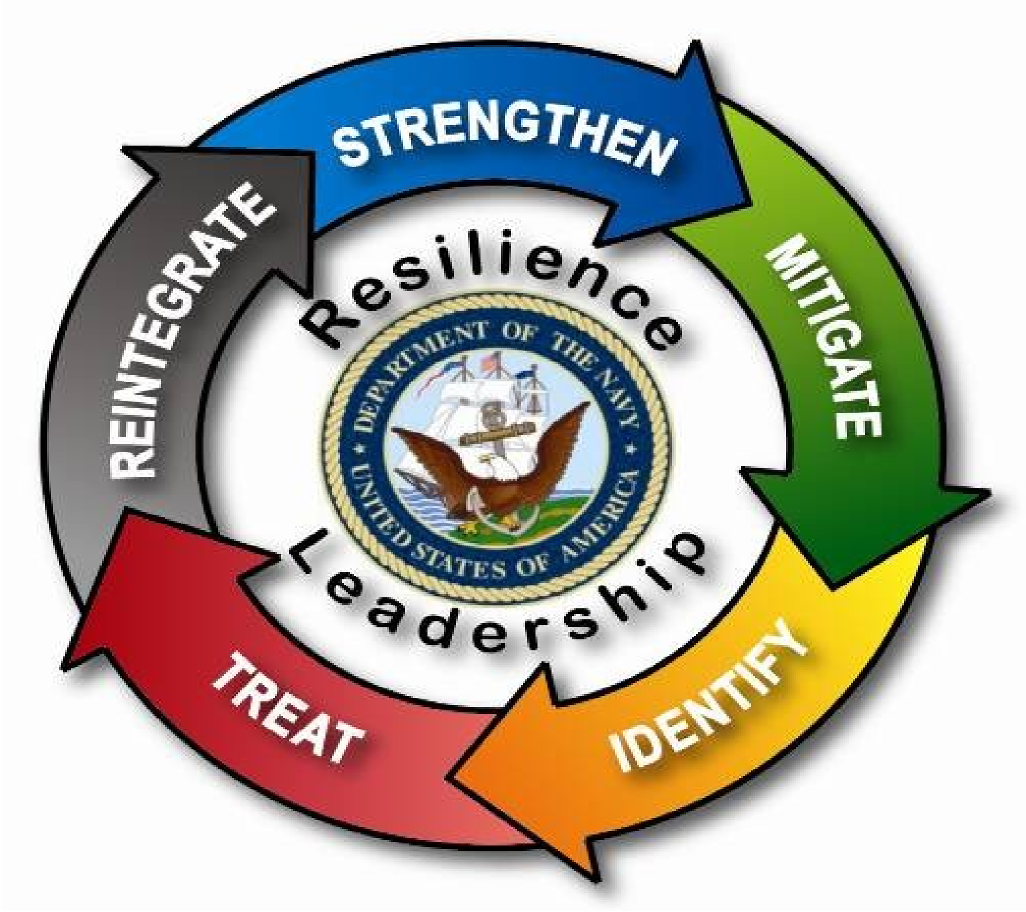
- Military supervisor
- Medical
- Chaplain
- Military OneSource 1-800-342-9647;

  http://www.militaryonesource.com.
- Religious, spiritual counseling on and off base
- Family services support programs
- Ombudsman services
- Private religious affiliation
- Peer support programs
- Your local/community mental health services

READY
REACTING
INJURED
ILL

Introduction to OPERATIONAL STRESS leadership functions

Leaders must build resilience in all aspects of Sailors by:


STRENGTHEN
MITIGATE
IDENTIFY
TREAT
REINTEGRATE
Resilience
Leadership
DEPARTMENT OF THE NAVY
UNITED STATES OF AMERICA

Leadership functions
After action report (AAR)

An AAR is an assessment conducted after a project or major activity that allows unit members and leaders to discover (learn) what happened and why.

A properly conducted AAR can have a powerful influence on the climate of your unit. It is part of the communication process that educates and motivates people.

The Combat and Operational Stress Control Purpose of an AAR:
- Opportunity to check on your Sailors.
- Unwritten part of the AAR: evaluation of the overall COSC status of the unit

READY
REACTING
INJURED
ILL

READY
REACTING
INJURED
ILL

Leadership functions After action reports (AAR)

Unit Leader’s observations

- General appearance and behavior
- Mood and expressiveness
- Emotions- positive or negative
- How are they thinking
- Judgment and insight

Goals:

- Support unit cohesion
- Enhance shipmate and buddy dialog
- Create an opportunity for future healing if needed
  - Fight guilt and shame
  - Restore confidence and hope
  - Give meaning to sacrifices

READY
REACTING
INJURED
ILL

Common Barriers to Managing Stress

STIGMA

FEAR

Stigma

The most common barrier in seeking treatment is a perceived stigma.

Sailors often struggle to move beyond thoughts such as:

- I will be seen as weak.
- Members of my unit will have less confidence in me.
- Leaders will blame me for the problem.
- It is embarrassing for me and my family.

Fear

Many Sailors are afraid to take the critical steps to get help because:

- It might reflect badly on their character.
- It might harm their career.
- Shame
- Myths/lack of knowledge about mental health
- Eligibility for a security clearance
- Unit leadership might treat them differently.

READY
REACTING
INJURED
ILL

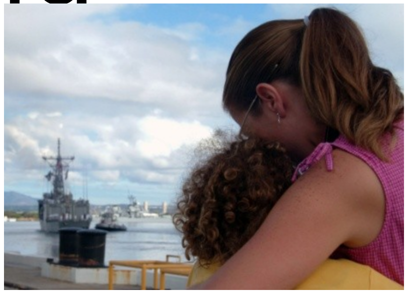
Pre-deployment

Events and activities ensuring readiness may include:

- Family care plans and family counseling
- TRICARE enrollment
- Financial counseling
- Child custody arrangement
- Legal Documents
- Pre-Deployment Health Assessmen
- IA/GSA’s - keeping the connection

READY
REACTING
INJURED
ILL

Deployment tools and resources



- Couples Deployment Readiness Checklist
- Strategies for helping Children with Deployment
- Single Sailors’ Deployment Readiness Checklist

Websites to access checklists

- CNIC | Commander Navy Installations Command
https://www.cnic.navy.mil

-Navy Leaders Guide- Pre-deployment Checklist
http://www-nmcphc.med.navy.mil/LGuide

Post-deployment support programs

READY
REACTING
INJURED
ILL

After deployment, Sailors may need feedback and support in order to switch from using war zone skills to responding to expectations at home.

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The following programs and tools help assist in this transition.

- Warrior Transition (WT)
- Military One Source
- Post-Deployment Health Assessment (PDHA)
- Post-Deployment Health Reassessment

READY
REACTING
INJURED
ILL

Reintegration and reunion for families

Interpersonal and family relationships have significant impact on the resolution of stress reactions:

- **High levels of social support have the capacity to decrease the severity of combat stress reactions.**
- **Providing couples with interpersonal relationship programs increases cohesion and support and creates shared understanding.**
- **Assist spouses to not personalize behavioral responses related to combat operational stress reaction.**

READY
REACTING
INJURED
ILL

Reintegration and reunion for families

Programs that support interpersonal and family relationships

- Return and Reunion Workshop for Spouses.
- Chaplains Religious Enrichment Development Operations (CREDO).

  https://www.cnic.navy.mil/cnrsw/Programs/CommandandStaff/ReligiousMinistries/CREDO/index.htm
- Families Overcoming Under Stress (FOCUS)

  http://www.focusproject.org/

Well-prepared couples and families can insulate warriors and provide an

environment in which to manage stress reactions before they

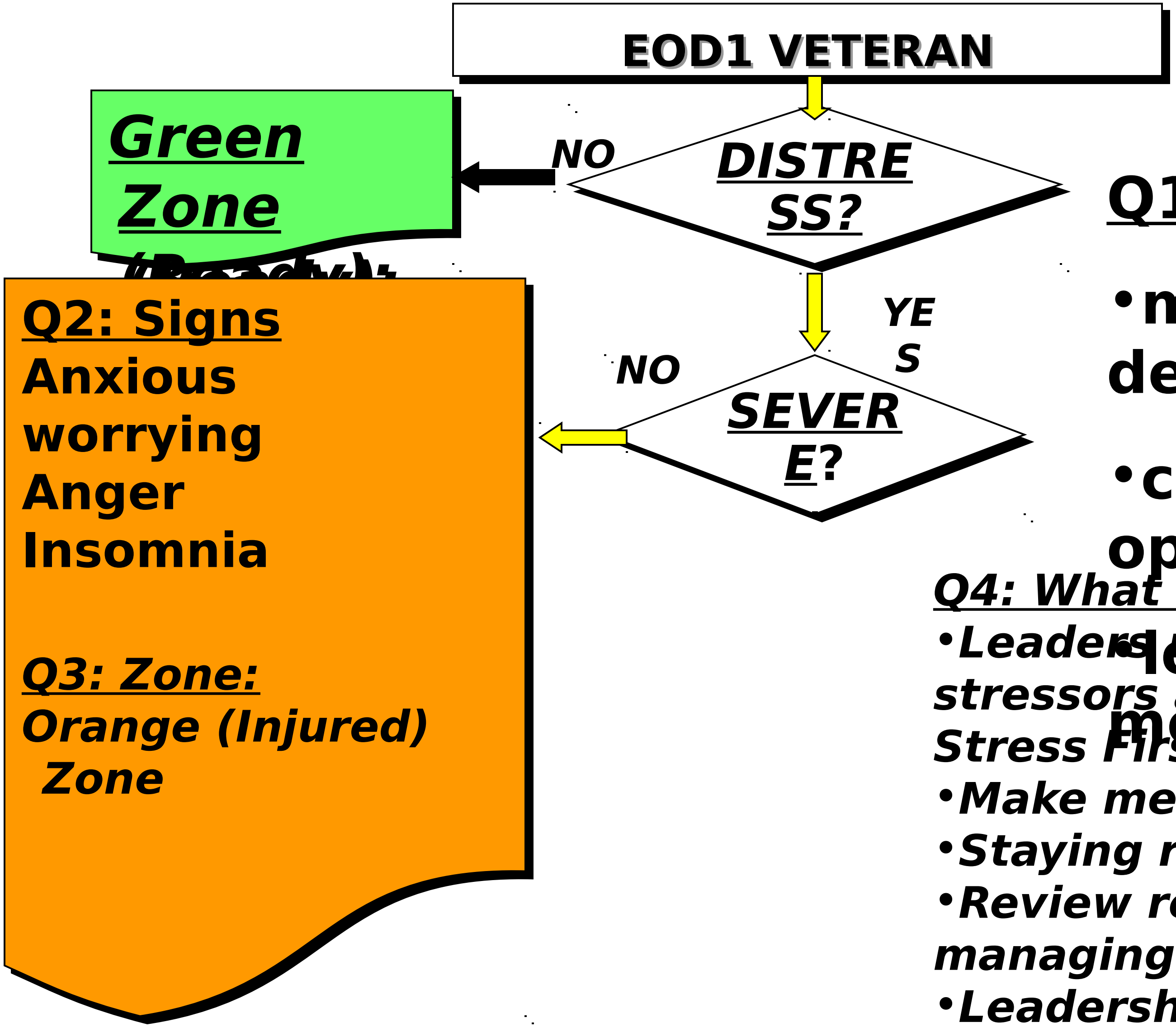
Stress Control Scenario

READY
REACTING
INJURED
ILL

A seasoned EOD1 is a veteran of 3 deployments. He has lost two team members to ambushes.

EOD1 appears anxious and constantly worries about possible dangers. He easily loses his temper. He is not sleeping well. When talked with, he states he is fine and does not want to be taken off the line.

Operational Stress Control Decision Matrix



EOD1 VETERAN

DISTRESS?

NO

Green Zone (Ready):

YES

SEVERE?

NO

Q2: Signs
Anxious
worrying
Anger
Insomnia

Q3: Zone:
Orange (Injured) Zone

Q1: Stressors

- **multiple deployments**
- **combat operations**
- **loss of unit members**

Q4: What could be done?

- ***Leaders need to know crew stressors and stress load- use Stress First-Aid techniques***
- ***Make meaning of situation***
- ***Staying ready behaviors***
- ***Review resiliency and managing insomnia tips***
- ***Leadership techniques***

Summary and review

READY
REACTING
INJURED
ILL

Course summary for Operational Stress Control

- Causes of Stress.
- The Stress Continuum Model.
- Operational Stress Control Assessment and Response.
- The Operational Stress Control Decision Matrix.
- The components of Combat and Operational Stress first-Aid.
- The leadership functions of COSC.
- Pre-deployment, post-deployment and re-integration programs.

NAVAL CENTER
COSC
COMBAT & OPERATIONAL STRESS CONTROL

Questions & Comments